

Employee Self Service Q&A

What is Employee Self Service?

Employee Self Service (ESS) is an added feature of the state's new personnel and payroll application, the Human Resource Management System. ESS gives you secure, password-protected access to:

- View and print your earnings statement for the current pay period
- View and update your permanent and mailing address
- View and update your emergency contact information
- View and update your e-mail address

Can I access ESS from any computer?

Yes. Employee Self Service is accessed through the web, which means you can get to it from any computer anywhere. State agencies are encouraged to provide a link on their agency intranet home page. You can also get to it from the Department of Personnel's website (www.dop.wa.gov) or from www.careers.wa.gov (click on "Current State Employees Start Here.")

What if I forget my User ID or password?

Your User ID is your eight-digit personnel number. This is the number that is printed in the upper right corner of your earnings statement.

If you forget your password, contact the designated support person for your agency (this could be a help desk or someone in your HR office). You will be sent a new password. The first time you enter ESS you will be asked to enter this password, then immediately create a new password that only you will know.

What if I don't have access to a computer or the Internet?

It will be up to agencies to build a plan to transition to a more paperless environment. Like they do today, agencies will work with their employees who do not have electronic access to ensure their access to information is maintained. For example, most agencies will maintain alternate paper processes for employees to update their address and emergency contact information.

When I update my addresses in ESS, what will this affect?

You can update both your permanent residence and mailing addresses. This information automatically will be updated in the Health Care Authority (HCA) and Department of Retirement System (DRS) records.

It is important to use your home address as your permanent address as the insurance system determines employee eligibility for certain health care benefits based on the permanent address and the **county** field. This address is used for any HCA mailings and is also the address sent to the various health and insurance plan vendors.

DRS uses the mailing address if there is one, otherwise the permanent address is used.

If your mailing address is the same as your permanent address, then you don't need to fill out a mailing address.

Will my address for savings bonds also be updated?

No. You will need to continue to contact your payroll office to update your address for savings bonds.

How soon are address changes effective?

Address changes made by the 15th of the month will be reflected on your earnings statement for the 25th. Address changes made by the end of the month will be reflected on your earnings statement for the 10th.

For all other purposes, address changes are effective the next calendar day.

Can anyone else access my personal information through ESS?

No. You are the only one who can view your information through ESS. Your agency HR staff has the same access to employee information through the regular payroll and personnel screens as they have had in the past.

Is my access secure?

Yes. By logging in to ESS using your ID and unique password, you gain limited access to view your personal information via a secure access link. After your initial login, you will be prompted to create a new secure password. It will be up to you to safeguard your password.

Will earnings statements from previous pay periods be available for viewing through ESS?

No. You will be able to view and print your current earnings statement only. If you need an earnings statement from a previous pay period, you'll need to contact your payroll office as you do today.

Will ESS enable the state to eliminate the printed earnings statements and go paperless?

The goal is to move to paperless earnings statements for the majority of state employees as quickly as possible. This would result in considerable cost savings for the state. The Department of Personnel and the Department of Information Services will work with agencies to determine the logistics and timing for going paperless for an entire agency. HR offices will be able to turn on or off printing of statements for individual employees.